

# *Change to Atom Probe Applications Support Request Submission Process*

## **Description**

This Product Bulletin notifies customers of an upcoming change to the method used to submit application questions and issues to the Atom Probe Applications team.

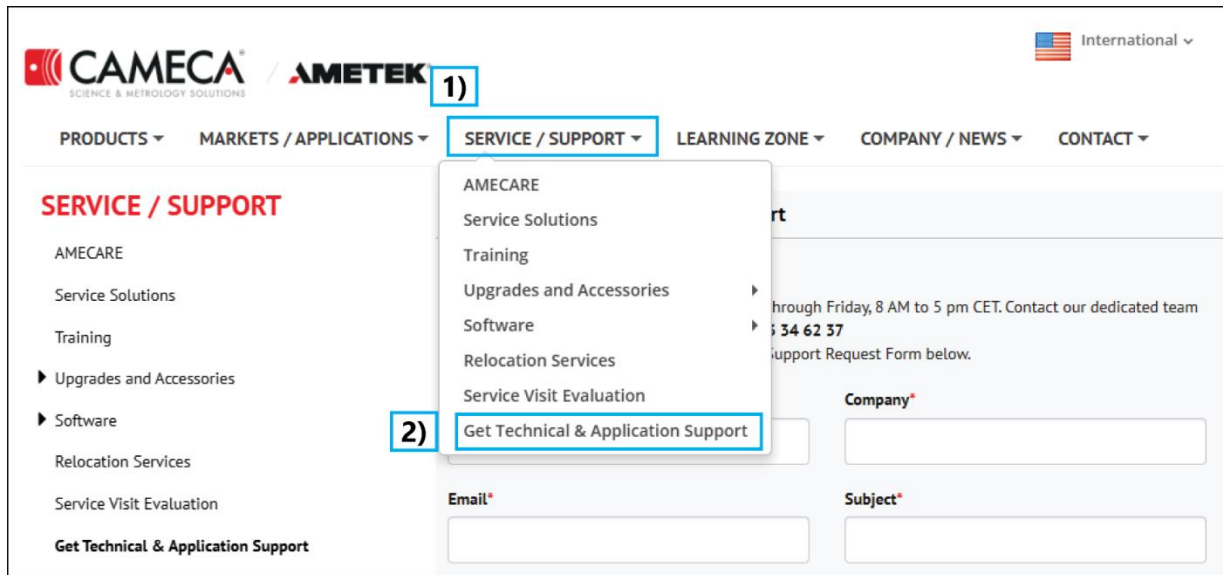
Effective 01 April 2026, the Zendesk interface previously used for submitting Atom Probe Application related questions and issues will be retired. Going forward, all application support requests will be managed through Salesforce.

## **What Is Changing**

- The Zendesk interface for submitting application related questions and issues will be retired effective 01 April 2026.
- Salesforce will be used as the system of record for all application support requests.

## **What Customers Need to Do**

Beginning 01 APR 2026, submit all Atom Probe Application questions and issues using the [CAMECA Technical & Application Support Request Form](https://www.cameca.com/) (located at <https://www.cameca.com/>; *Figure 1*):



*Figure 1 Submit all Atom Probe Application*

Complete the form appropriately, ensuring you select **APT** for the Product Family and **Application** for the Type. See *Figure 2* for an example.

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### Get Technical & Application Support

**APT, EPMA & SIMS**  
For Europe only, our hotline is open Monday through Friday, 8 AM to 5 pm CET. Contact our dedicated team of Technical Support Engineers at **+33 (0)1 43 34 62 37**  
We nevertheless encourage you to fill in the Support Request Form below.

<b>Contact Name*</b>	<b>Company*</b>
<input type="text" value="Shelby Lofthus"/>	<input type="text" value="Ametek"/>
<b>Email*</b>	<b>Subject*</b>
<input type="text" value="shelby.lofthus@ametek.com"/>	<input type="text" value="APT Application Question Example"/>
<b>Description*</b> <input type="text" value="Detailed description of issue encountered, or questions intended to be routed to the Atom Probe Applications team."/>	
<b>Product Family*</b>	<b>Product*</b>
<input type="text" value="APT"/>	<input type="text" value="LEAP 6000 XRT™"/>
<b>Type*</b>	<b>Serial Number*</b>
<input type="text" value="Application"/>	<input type="text" value="6001"/>
<b>Phone*</b>	<b>Country*</b>
<input type="text"/>	<input type="text"/>
<b>Email Opt In</b> <input type="checkbox"/> If you want to receive information about our products and services, please opt in	
<input type="button" value="Submit Query"/>	

Ensure you select **APT** for the Product Family.

Ensure you select **Application** for the Type.

*Figure 2 Example Technical & Application Support form*

## **Additional Information**

Requests submitted through the Service Request Form will be tracked and managed in Salesforce. No action is required prior to the effective date.